DISPATCH POLICY

The Mesa Fire Department will respond to any EMERGENCY situation that threatens LIFE, SAFETY or PROPERTY. In cases when the Mesa Fire Department is not the appropriate agency or is not capable of delivering the needed assistance, or if the situation is not a true emergency, an attempt will be made to place the caller in contact with an appropriate provider. The Mesa Fire Department will dispatch the closest available unit(s) with the assigned capability to control the emergency. The judgment of both Alarm and emergency response personnel is an integral part of the decision making process, taking into consideration both information received, and the potential that exists.

Timely response and effective management of medical, rescue and fire control situations represent the most immediate priorities of the Fire Department. Upon receipt of adequate information (location and nature of the emergency) Alarm will send the appropriate assignment. Alarm will upgrade the response, as required, until command is established upon the arrival of the 1st unit.

Jurisdiction

Emergency incidents within the city limits of Mesa or within the jurisdictional limits of a participating agency of the Automatic Aid agreement will be dispatched without regard to jurisdiction. Units will also be dispatched to borderline locations, when accurate determination of the jurisdiction cannot be made by Alarm personnel.

Calls for assistance from the public or public agencies outside the City limits or Automatic Aid response areas will be dispatched as mutual aid incidents.

Calls for assistance from citizens outside of these areas will be transferred to the appropriate agency. If that agency requests mutual aid assistance, the appropriate assignment will be dispatched.

Call Routing

Determination of the nature of the problem may indicate that a caller does not have a true emergency and that Fire Department response is not necessary. The avoidance of unnecessary response is a basic part of the dispatch function. The call routing process must not delay response to valid emergency incidents, but should attempt to verify the nature of questionable calls. When a positive

determination of need for emergency response cannot be made, THE FIRE
DEPARTMENT POLICY IS TO DISPATCH.

Call Taker

The primary responsibility of the Call Taker is to determine, without delay, the
nature and location of the emergency, the source of the call (call back number),
and to verify entry of the incident into the CAD (Computer Aided Dispatch)
system.

The Call Taker determines the appropriate response based on the information
gathered from the caller. This information is necessary to process the incident.
Additional details may be sent to responding units as they become available.

Event Types

The Call Taker enters the appropriate Event Type, based on information derived
from the caller. The CAD system determines the appropriate response based on
the nature of the emergency, the location and the jurisdiction in which the
incident is located. On some incidents the CAD system will select various types
of capabilities, from different jurisdictions.   This guarantees an appropriate
response in the different cities that have varied capability requirements for similar
incidents.

Unit Selection

The CAD system recommends the closest, most appropriate units for dispatch
based on current unit location, capability and status information. The CAD
system combines this information with the Event Type.

The Event Type identifies the requirements needed on the assignment.
Requirements can be identified by unit capability, such as Engine or Ladder, or
by specific unit, such as Haz Mat or Battalion Chief. Requirements are also
expressed as primary or secondary. A unit can fulfill only one primary
requirement. A unit can fulfill more than one secondary requirement when
necessary. (For example: A Ladder Company is ALS and can provide
extrication)

When an incident is selected for dispatch, the CAD system builds an ordered unit
consideration list. As a unit is considered for Dispatch, its capabilities are
inventoried against the outstanding response requirements. If it can satisfy any

outstanding requirement it is added to the recommendation. The CAD system will continue to add units to the recommendation until all response requirements have been satisfied or all units have been exhausted.

Incidents

Event Types can be broken down into several different types of incidents. They include: Medical, Fire, Hazardous Materials, Technical Rescue and Service Calls. The following are the Event Types, Alarm Levels and Response Lists for the respective Incident types.

FIRE EVENTS TYPES AND RESPONSE LISTS
01/01/2005

	EVENT TYPE	ALARM LEVEL	RESPONSE LIST
Structure Fire =	STRU	0	3 E, L / LT, B
		WORK	E,B,CV,U,RHB,SAF,INV,AMB, WORK Page
	STRU	1	3 E, 2L / LT,3 B, INV, SAF, WORK Page
	STRU	2	6E, 3L / LT, 2B,U, WORK
	STRU	3	4 E, 2 L / LT, B, WORK
	STRU	4	4 E, 2 L / LT, B, WORK
	STRU	5	4 E, 2 L / LT, B, WORK
Hazmat incident =	HZMAT	0	2 E, L / LT, B, INV 3 HAZMAT, CV, U, RHB, SO, SAF
	HZMAT	1	2 E, L / LT, 2 B, 2 HAZMAT
	HZMAT	2	4 E, 2 L / LT, B
	HZMAT	3	4 E, 2 L / LT, B
	HZMAT	4	4 E, 2 L / LT, B
	HZMAT	5	4 E, 2 L / LT, B
Small Hazmat incident =	HAZ	0	E / L / LT, HM / HMT, 1Hazmat SO Page
Code 3 medical incident =	MED	0	ALS / BLS, ALS
Code 2 medical incident =	MED2	0	ALS / BLS, ALS
2N1 major med incident =	2N1M	0	B, 2 E, L / LT/EX (Engine with extrication capabilities)
	2N1M	1	2 E, L / LT, B, CV, SAF
	2N1M	2	6 E / L / LT, B, RHB

	2N1M	3	6 E / L / LT, B
	2N1M	4	6 E / L / LT, B
	2N1M	5	6 E / L / LT, B
Wildland fire =	BRUSH	0	2 E / LT, T, 2 BR, B
	BRUSH	1	2 E / LT, 2 BR, B, T, RHB, CV, U, SAF
	BRUSH	2	4 E / LT, 2 BR, B, T
	BRUSH	3	4 E / LT, 2 BR, B
	BRUSH	4	6 E / L / LT, B
	BRUSH	5	6 E / L / LT, B
Very small incident = (may require water)	FIELD	0	E / LT, BR
Service call =	SERVICE	0	Connectors 0700-2200 Service Truck 1300-2100
Airport standby =	STANDBY	0	FM / E / L / LT
Gateway alert 2 =	ALT2	0	3 E, L / LT, FM, AT, B
Gateway alert 3 =	ALT3	0	FM, AT, 5 E, 2 L / LT, 2 B, T, HM, CV, U, SO, SAF INV
	ALT3	1	FM, 4 E, 2 L / LT, B, T, U
	ALT3	2	4 E, 2 L / LT, B
	ALT3	3	4 E, 2 L / LT, B
	ALT3	4	4 E, 2 L / LT, B
	ALT3	5	4 E, 2 L / LT, B
Alert 2 =	ALT2	0	B, 3 E, L / LT, FM
Alert 3 =	ALT3	0	B, 3 E, L / LT, FM, SO, SAF
	ALT3	1	FM, 3 E, L / LT, B, T RHB, U, CV
	ALT3	2	4 E, 2 L / LT, B, T, U
	ALT3	3	4 E, 2 L / LT, B
	ALT3	4	4 E, 2 L / LT, B
	ALT3	5	4 E, 2 L / LT, B
TRT incident =	TRT	0	3 TRT, 2 E, L / LT, 2B, INV HM/HMT, CV, U, SO, SAF
	TRT	1	2 E, L / LT, B
	TRT	2	2 E, L / LT, B
Special duty code 3 =	SPEC	0	E / L / LT
Special duty code 2 =	SPEC2	0	E / L / LT
Vehicle fire =	CARF	0	E / L / LT

	CARF	1	2 E, L / LT, B
Trash fire =	TRASH	0	E / L / LT
	TRASH	1	2 E, L / LT, B
Nuclear, Biological Chemical, Threat =	NBCT	0	2E, L / LT, HM / HMT, B, SAF, SO, 3 HAZMAT, CV, U
		1	2E, L/LT, 2B, 2 HAZMAT
		2	4 E, 2L / LT, B
		3	4 E, 2 L / LT, B
		4	4 E, 2 L / LT, B
		5	4 E, 2 L / LT, B
Automatic Aid = (Agencies in autoaid agreement)	AAID	0	E / L / LT
Mutual Aid = (most county areas)	MAID	0	E / L / LT

Note:

A " / " between vehicle types means "or". (L / LT = Ladder or Ladder Tender)
A " , " between vehicle types means "and". (E , BR = Engine and Brush Truck)

Event type "HAZMAT" recommends (HAZMAT) units, these are the engines and ladders that are part of the HAZMAT TEAM.

Event type "TRT" recommends (TRT) units, these are the engines and ladders that are part of the TRT TEAM.

Supplemental Requests

Depending on the resources desired, additional units can be dispatched to an incident in several ways. Units may be requested by unit type (Engine, Ladder etc.) or an event type may be upgraded to a greater alarm. The requestor must specify the desired unit types or capabilities or the specific units desired.

Balance of Assignment

A balance of an assignment is a request for the dispatch of additional units necessary to upgrade the response type. When formulating a recommendation for the balance of an assignment, the CAD system first determines which response requirements for the new response type are satisfied by the units that

are already assigned to the incident. The CAD system then recommends additional units to satisfy any outstanding response requirement.

Greater Alarm

A Greater Alarm is a request for the dispatch of additional units using predefined requirement sets. A greater alarm request requires both a Greater Alarm Level and if the response is to be balanced.

When formulating a recommendation for a greater alarm, consideration is given the units already assigned to the incident. If the alarm level is balance, all response requirements for the greater alarm are stratified by the Alarm Level currently displayed. Typically, assignments should be balanced. Therefore, an incident can go from a single engine response, such as a tree fire, to the balance of a first alarm. When the recommendation is balanced, the CAD recognizes the first unit already assigned. CAD assigns all units necessary to complete the balance of a First Alarm response.

When an assignment is at a 3N1 level and it is determined that a Second Alarm is required, when the event is balanced, CAD will complete the full requirements considering a 3N1 has already been assigned. In this case CAD will recommend, the Working Fire Response, additional 3N1 (to complete a First Alarm) and an additional 6N3 to complete the Second Alarm.

Responses do not have to be equivalent to Alarm Levels, however, often times they are. The response requested should reflect the level of resources required, not necessarily the next alarm level. Therefore, an incident can be at a First Alarm level and have an additional 2N1 assigned with out upgrading the incident to a Second Alarm.

Example 1: An incident may be a 2N1 structure level response and a working fire response can be requested without increasing the alarm level or a single unit can be requested.

Example 2:   An incident may be a Third Alarm Structure and may require the components of a First Alarm Hazardous assignment. The assumption is to ask for a Fourth Alarm. However, if a Fourth Alarm is requested, no Hazardous Materials capabilities would be added to the assignment. At this point Command should request the incident be updated to a HazMat incident by requesting a HazMat response of the appropriate level.

Alarm

The Dispatcher is responsible for reviewing the units recommended for dispatch by the CAD system. The Dispatcher may modify the unit selection based on additional information or circumstantial factors.

The Dispatcher transmits the call to the assigned units, sending the information to the FIRE STATION ALERTING system and Mobile Computer Terminals (MCTs).

The voiced dispatch message is broadcast over FIRE CHANNEL 1 giving:

1. Alarm/Dispatch tone
2. Companies assigned
3. Tactical radio channel assigned
4. Incident type and/or nature of incident
5. Address
6. Companies assigned
7. Tactical radio channel assignment

Self Dispatch

When appropriate, units may add themselves to an incident by advising alarm. Companies adding on to an assignment must advise the Dispatcher on the assigned Dispatch Channel if they are substituting for another unit or responding in addition to the original assignment.   The Dispatcher will cancel the original unit dispatched.

Initiating Incidents

Units initiating new incidents should request the desired assignment and give the nature and location to the Channel 1 Dispatcher. Additional information and reports should be given on the assigned Channel after dispatch.

Use of MCT's

Units changing status or performing routing transactions should use MCTs to communicate with the CAD system directly. This relieves traffic on voice channels and increases efficiency of the entire system. If the MCT is inoperative, units transmit over the appropriate radio channel. The appropriate channel while

assigned to an incident is the Response or Tactical Channel. If not assigned to an incident, status changes are made on Channel 1.

Working Incident Notification

It is the responsibility of the Incident Commander to ensure incident notifications are made.
Page group notifications will be made as the first means of notification. The Incident Commander will request alarm to page the appropriate page groups.

Page Groups

WORK PAGE group notifications shall be made on working incidents involving working fire responses, fire related injuries or deaths, any other significant or unusual incident, or any time requested.
> This page group includes
> Assistant Chiefs
> Safety Officer
> PIO
> CISM
> Investigators
> Fire Chief
> Other specified personnel

SPECIAL OPS   Special Ops page group notifications shall be made on working incidents involving Special Team(s), HazMat, TRT, ARFF, Dive, or any time requested.
> This page group includes:
> The "WORK" page group
> TRNG 201
> SO201

EMS   EMS page group notifications shall be made on working 2N1 medical or greater incidents, or any time requested.
> This page group includes:
> The "WORK" page group
> EMS201

STAFF   Staff page group notifications will be made when requested.
> This page group includes:
> All Chief Officers

Management Assistant
Administrative Aid
Resource Administration

All alpha mate page information will include:

Type of group page:
WORK	**=**	**Work**
SPECIAL OPS	=	SO
EMS	=	EMS
STAFF	=	Staff

The level of response
The address or location of the incident, including jurisdiction.
The assigned radio channel
Other information if necessary

It is the responsibility of the Duty Chief to ensure that the City Manager is notified, via telephone, of any significant incident covered by these page groups. The Duty Chief can ask Alarm to notify the City Manager or may opt to personally make the notification. If the Duty Chief feels the Fire Chief should be given more information than the alpha page message, he/she will contact the Fire Chief.

When in doubt, make the telephone notifications.

Move-up Policy

When several Fire Department units are assigned to emergency operations and it appears their assignments will be prolonged, Alarm will begin initiating move-ups and Automatic Aid procedures. The minimum level of stations to be staffed by move-ups, recalls or Automatic Aid is: Stations 201, 204, 206, 208, 209, 213, and 215. If station staffing drop below this level, mutual aid should be considered if it appears no other units will soon become available. A Battalion Chief may override move-up decisions initiated by Alarm.

Moved-up companies retain their normal identity ("Engine 204 out of Station 212").

The need for move-up companies should be evaluated whenever:
> *   A working fire is declared.

> *   Three or more units are committed to an incident in an outlying
>   area.
> *   Greater alarms are dispatched.
> *   Simultaneous incidents occur in one area of the City.
> *   Coverage in an area is compromised.
> *   2 or more adjacent fire stations will be uncovered for more than 30
>   minutes.

Move-ups will be Code 2 unless Company Officers decide to respond Code 3 due to a critical gap in coverage.

Change of Status

All companies are in either AVAIL QUART, AVAILABLE MOBILE or UNAVAILABLE status at all times. The status refers to the company's availability to accept a dispatch. Units assigned to an incident are considered UNAVAILABLE until released.

Units that are Available Mobile shall monitor Channel 1. Units in quarters must be in the AV QUART (available in quarters) status.

Units changing to an UNAVAILABLE status should report to Alarm by radio or telephone the reason and the length of time they will be unavailable. When becoming available again, units are responsible to report this status change to Alarm and for changing their unit status on the MCT.

It is important that company officers contact Alarm prior to putting their unit unavailable. Alarm will determine the need for any unit to stay in service.

Acknowledgement

All units responding to dispatches shall acknowledge Alarm by radio or by Mobile Computer Terminal (MCT). If Alarm does not receive an acknowledgment within one minute, the Dispatcher will request acknowledgment over the radio. Alarm will send a cover company if no reply is received after three attempts, while continuing attempts to contact the original company on all other radio channels. If unable to contact, the company will be placed unavailable and the appropriate Battalion Chief notified of the circumstances.

Responding

All fire and MED responses will be Code 3 unless otherwise indicated by Alarm or Command. The MED2 incidents listed previously and some service calls and special duty code 2 (SPEC2) calls will be dispatched Code 2.

While responding, companies may communicate with one another if radio traffic permits. Effective communications during this period can set the stage for effective action and improve the overall rescue and fire attack effort. Factors such as occupancy hazards, access, traffic conditions and response routes may be communicated.

Company officers should review tactical information on their MCT, map books and any pre-fire planning information carried on the vehicle for specific tactical information. Subsequent arriving units should monitor radio traffic to be fully informed of the situation based on reports of the first arriving units.

Additional Information / Subsequent Calls

Alarm will relay any additional information gained from subsequent calls as soon as possible. Additional information and updates will be transmitted to the MCTs on all responding units.
Critical information may be voiced to responding/on scene units by Alarm.
Companies needing specific additional information shall request it from Alarm.

On-scene Reports

Units arriving at the scene of incidents should report "ON SCENE" by MCT. No voice message is necessary when only one unit is responding, unless conditions at the scene are obviously different from the reported nature of the incident.

When more than one unit is responding, the first arriving unit should report, "(Unit ID) on the scene" on the assigned Tactical Channel in addition to the MCT message.

Size-up Report

The first unit arriving at the scene of a 3N1 or a 1st Alarm will give a brief size-up report describing the situation.

For structure fires, the report should include:

Apparent conditions
>   Nothing showing (indicates checking)
>   Smoke showing (amount and location)
>   Fire Showing (amount and location)
>   Working fire
>   Fully involved

Structure type
>   Occupancy
>   Size (large, medium, small)
>   Height (assumed one story unless otherwise reported)

Action taken
>   Assuming Command
>   Laying line
>   Attacking with..... etc.

Attack Strategy
>   Offensive or Defensive
>   IRIC or Rescue Sector in place

Accountability location
>   North, South, East, or West

A size-up report is also required for brush fires and any other significant incidents. The Dispatcher should repeat the report (paraphrased)

Command

Once command has been established, all routing communication between Alarm and an incident will be directed through Command.

Progress Reports

During active firefighting operations, Command will provide Alarm with regular progress reports or whenever significant tactical plans are changed or unusual situations are encountered. The first progress report should be given after initial action has been implemented and should include the correct address and an improved description of the building and fire conditions if the arrival report was incomplete. The first report should include the declaration of a working fire. This

assists Deployment in making move-up decisions. Alarm will repeat the significant facts from all progress reports for the information of monitoring units.

Working Fire

The term Working Fire indicates a situation that will require the commitment of all responding companies. This report advises Alarm that the companies will be engaged in tactical activities and will be held at the scene for an extended period of time.

When notified of a Working Fire, Alarm will dispatch a working fire response which includes:
1.   Dispatch a RIC (Rapid Intervention Crew) Engine Company, Rehab Unit, Command Van, Safety Officer, Utility Truck, and a Fire Investigator.
2.   Dispatch appropriate gas and electric companies.

Dispatch will monitor radio traffic on all incidents to anticipate the needs of Command.

(Any fire at a school facility, requires the State Fire Marshall to be contacted. The on-duty State Fire Marshall will use his/her discretion as to response.)

Staging

Units arriving in Level I Staging will report their identity and direction from the scene on the assigned Tactical Channel.

If Level II Staging is requested, Command will advise Alarm the channel assignment for Level II staging. Alarm will announce the staging location and the staging channel when the additional units are dispatched. Units responding should direct any staging inquiries to the Tactical Channel being used for Staging, rather than the Tactical Channel assigned to the incident.   Typically Staging will be assigned to either Channel 5 or 6 (Mesa Fire) or Phoenix Channel 2 or 3 (Phoenix Fire). Units arriving at the Level II Staging Area will report in person to the Staging Officer. The Staging Officer will manage all radio communications to and from the Staging Area.

Incident Status & Benchmarks

The following are different incident status changes that need to be indicated; Working Fire, Working HazMat, or a 2N1 Medical. At the time these events are

received, the Fire Ground Elapsed Timer is started at the Alarm Room console. Working Fire incidents will be prompted, by Alarm, for ELAPSED TIME NOTIFICATIONS. The system will generate an initial 10 minute elapsed time notification, and 5 minute notifications thereafter, until the incident is placed Under Control by the Incident Commander. The Incident Commander may request a change in the notifications or discontinue the notifications when they are no longer needed.

The following are the definitions of the Incident Benchmarks:

All Clear- Can be used on a fire or medical incident. On fire calls an All Clear indicates the fire building and all exposures have been searched and all civilians evacuated. In the case of a building that is well involved in fire, the All Clear may be delayed and not come until the fire is out. For medical calls, it indicates the patient has been extricated. It is used most commonly when patients have been trapped in a vehicle in a 962, or during a water or mountain rescue when the patient has been removed from the endangered area.

Primary All Clear--A primary search has been completed.

Under Control--The fire has been contained, and will not extend. It does not mean the fire is out. It may also be used during HazMat calls, indicating a leak has been secured.

Ventilation Complete—The task of ventilating the occupancy is completed.

Loss Stopped-- Salvage has been completed and there should be no more damage to the building involved.

Personnel Accountability Report (PAR)--All personnel assigned to a particular company, work area or sector have been accounted for. It is used to confirm there are no missing fire personnel on the incident site.

Secondary All Clear--A more comprehensive search of the building has been completed.

Immediate Transported—All patients triaged as "immediate" have been transported.

Triage Completed—All patients have been triaged.

Utilities Secured—The power, gas/electric, has been shut off to the occupancy.

Command Terminated--There is no longer a single person in charge of the incident. Communications can be held with anyone still on the scene.

Returning Companies

Only Command can release companies from an incident. Command will indicate the units to "HOLD" at the scene and release the remainder of the assignment. The balance of the assignment will automatically return to service, changing status to Available using the Available button on the MCT. Committed companies returning back to service will change status to Available when ready.

Sectors

Sector officers should use face-to-face communications with assigned companies as much as possible, but should keep Command informed of progress via radio on any problems encountered and significant progress.

Staff

Staff members with fireground responsibilities will respond to greater alarms for assistance with various sector functions.

Staff members will report in person to the Command Post and will automatically assume sector duties in their area of responsibility unless ordered otherwise. Communications from staff personnel should be with Command as much as possible; however, there will be situations that require direct communications with Sector Officers. Staff communications should be face to face as much as possible.

RADIO FREQUENCIES

	Transmit	Receive	Agency
CHANNEL ONE Dispatch	159.015	154.340	Mesa Fire Repeated
CHANNEL TWO Tactical	159.045	154.235	Mesa Fire Repeated

CHANNEL THREE Tactical	159.135	153.950	Mesa Fire Repeated
CHANNEL FOUR Aid	154.280	154.280	Mesa Fire Simplex-Mutual
CHANNEL FIVE Tactical	154.010	154.010	Mesa Fire Simplex -
CHANNEL SIX Tactical	154.175	154.175	Mesa Fire Simplex -
CHANNEL SEVEN	154.325	154.325	AJ Fire 1
CHANNEL EIGHT	154.295	154.295	AJ Fire 2
CHANNEL NINE	154.130	154.430	Chandler Fire 1
CHANNEL TEN	155.715	155.955	Chandler Fire 2
CHANNEL ELEVEN	154.190	154.190	Tempe (Phx Ch. 1)
CHANNEL TWELVE	154.145	154.145	Tempe (Phx Ch.7)
CHANNEL THIRTEEN	153.770	153.770	Tempe (Phx Ch.8)
CHANNEL FOURTEEN	154.400	154.400	Rural Metro Tactical Ch.2
CHANNEL FIFTEEN	153.890	154.370	Rural Metro Dispatch Ch.5
CHANNEL SIXTEEN	159.015	154.340	Mesa Fire Repeated Dispatch

ORDER MODEL

Radio communications will be regulated by the following order model guidelines.

Sender will give unit ID and call the receiver by their unit ID.
Receiver will give their ID to indicate they are ready to receive.
Sender will then extend message, order, etc.

Receiver will give ID and acknowledge receipt of message. A brief restatement is the best acknowledgment. Critical information should always be restated. Dispatch will acknowledge all communications directed to it by a brief restatement of the message, with particular attention given to repeating on the scene, size-up and progress reports, recall reports, requests for additional resource and all Incident Status changes and milestones.

May Day

"May Day" is a term to be used only in the event of a lost or trapped firefighter. (See "May Day" Communications for further details.)   A well-defined communications structure is essential in any rescue operation. Dispatch will play a crucial role in ensuring the effective rescue of firefighters.

Emergency Traffic

The term "EMERGENCY TRAFFIC" will be utilized by any unit encountering an immediately perilous situation and will receive the highest communications priority from Dispatch, Command and all operating units. Units may initiate emergency communications by depressing the "E" (emergency) button on their MCT, or by verbally contacting Alarm.

EXAMPLE: "L201 to Alarm with emergency traffic." Alarm will immediately activate special tone. The unit will transmit their message. Alarm will repeat message one time.

If Alarm does not acknowledge (special tone not activated), unit will then establish contact with Command and transmit the emergency message. Command will then re-initiate emergency traffic sequence with Alarm.

Unit Designation

For radio communications, the following designations will be recognized as standard:

Dispatch & Deployment	Alarm
Officer of any unit	Unit ID
Engineer of any Pumper	**Pump**
Engineer of any Ladder	Truck
Battalion Chiefs	Battalion

Remaining members will go by their Unit ID and their personal name.
ie. "E201 Firefighter Jones", "L201 Firefighter Smith".

Radio Code

"*Plain language" radio messages should be used* in preference to numerical codes to facilitate understanding. There is no official Mesa Fire Department radio code. Plain language supports effective communications throughout the automatic aid system. However, some incidents combine responses between police and fire. These incidents will occasionally have police codes used when Alarm is coordinating the combined response. Ask Alarm for clarification when a code is unclear.

The only remaining code used, due to the urgent nature of the response is the 906 code. "**906" means police are needed urgently**.

RADIO PROCEDURE

Short-specific

Before transmitting know what you are going to say. Choose precise terms to communicate the desired message as clearly and briefly as possible without wasting air time.

Task Oriented/Company Oriented

Command's orders to operating companies should indicate a specific task. They should be of a magnitude reasonably performed by a single company alone or in concert with other companies.

Indicate Objective

In addition to being task and company oriented, assignments should indicate an objective to the action. The company or sector should know exactly where to go, to whom to report, what is the task and what is the objective of the task. Orders should tell what to do--not how to do it (unless Command wants something specific).

Clear Tone/Self-Control/Effective Rate

Speak clearly at a practiced rate . . . not too fast . . . not too slow. Control your emotions and excitement deliberately. If you do not consciously control your voice, it will become garbled under stress.

Well Timed/Spaced

Prioritize your messages. Do not use up valuable air time with unimportant messages and insignificant details. Let critical messages go first. Maintain an awareness of the overall situation and your role in it.

Do not interrupt conversations unless you have Emergency Traffic. Listen before transmitting and wait until a message transaction has been completed.

Pause between consecutive messages. This will make it clear when one message has been completed and another started. It will give other units a chance to get on the air with important messages.

In order for Fire units to be accurately dispatched, CAD must be made aware of all status changes. Status changes are made predominately by units through the use of the vehicle MCT. Valid verbal status types are as follows;

	Status		Plain Text
1.	Available in quarter* =		"In quarters"
2.	Responding	=	"Enroute.." or "Responding to.."
3.	On scene	=	"On the scene"
4.	*Available	=	"Available mobile"
5.	Out of Service	=	"Out of Service"

* Above noted * statuses are CAD "available" for assignment and are used to indicate that the unit is in-quarters or out on some other non-emergency activity. The others are CAD "unavailable" for assignment.

OUT OF SERVICE

When a unit goes out of service, notify the Fire Dispatcher by radio and, if possible, state the reason for being out of service using the following general guidelines:

> special assignment - demonstrations, etc.
> training

mechanical maintenance

If none of these criteria are met, simply radio that the unit is "out of service".

AUTOMATIC IN-SERVICE FOR COMMUNITY SERVICE TRUCKS

All Community Service vehicles are assumed to be available at 1300 hours unless Alarm is notified otherwise. Out of service notification should be done prior to 1300 hours to assist Alarm in making the first assignments for the day.